



CITY OF ATLANTA

Job Announcement

WATERSHED MANAGER (CALL CENTER MANAGER)

STARTING SALARY : \$57,530 - \$83,993

NEGOTIABLE UP TO \$66,017

Salary Grade: 30

Applications Accepted From: October 10, 2005 until Vacancies are filled

Minimum Job Requirements*

Applicants for this position must have a bachelor's degree in Public or Business Administration, Communications, or a related field and five (5) years of experience in customer service management. Utility call center management experience is desirable. Equivalent combinations of training and experience will be determined under prescribed guidelines.

Licenses and Certificates*

Applicants for this position must have a valid driver's license at time of application. A valid Georgia driver's license is required at the time of appointment.

Duties of the Job:

This employee is responsible for the management of the water utility call center within the Department of Watershed Management. The primary function of this 15 to 20 Seat Call Center is to respond to 20-30,000 monthly customer service requests and ensure that these service requests are resolved in an efficient and timely manner. This employee oversees and manages the customer contact center and proposed customer care unit; interfaces with the Bureau Directors, the Commissioners, Deputy Commissioners, City Council, and other City officials; identifies customer needs and manpower budget requirements for the Call Center program area; manages the personnel requirements of the Division such as training, safety, counseling, disciplining and employee performance appraisals; preparing Division's budget.

To Apply For This Job

Applications will be accepted weekdays during the hours 8:30 a.m. - 4:30 p.m., Monday through Friday.

Apply at: Department of Human Resources, 68 Mitchell Street SW, Suite 2107, Atlanta, GA 30303

Phone: (404) 330-6369 www.atlantaga.gov FAX: (404) 658-6157

Affirmative Action/Equal Opportunity Employer

The City of Atlanta is an Equal Opportunity Employer and does not discriminate on the basis of Race, Sex, Age, National Origin, Religion, Sexual Orientation or Physical/Mental Disability (Except where physical requirements constitute a bona fide occupational qualification.)

The Examination For This Job Will Consist Of An Evaluation of Applicant Training And Experience.

The hiring authority will contact only those applicants they deem most appropriate for the position. Letters will not be mailed to individual job applicants.

*Verification required prior to employment.

10/07/2005

312282